

**INFORMATION TECHNOLOGY ANALYST
JOB DESCRIPTION
COLLEGES AND UNIVERSITY HOUSING SERVICES**

Unit/Division: CUHS.IT
Working Title: Information Technology Analyst
Classification: Administrative Analyst
Pers Program/Grade: PSS I
Supervisor: Coordinator of IT Operations, CUHS.IT
Positions Supervised: Students and associated staff
Incumbent's Name:
Effective Date:
Client Population: CUHS Clients: Faculty, Staff and Students
Number of Positions: One

Summary Statement:

The Colleges and University Housing Services (CUHS) is a multi-funded principal organization of the Student Affairs Division at UC Santa Cruz. CUHS provides leadership in the following primary areas; student life programs in ten undergraduate communities, housing for faculty, staff, students and guests, dining services, and childcare services. Programs and services include: student housing, residential programs, student development, student activities, student judicial affairs, community safety and emergency preparedness programs, conference services, catering services, marketing, community rentals, faculty/staff for sale and rental housing, family student housing, graduate student housing, and other support services for members of the campus community (students, faculty, staff) and other customers and clients.

CUHS has an annual operating budget of over \$70 million, which includes a dining operation of \$9 million and over 1.5 million SF of on, and off campus facilities. CUHS provides housing and food services to over 6200 undergraduate and graduate students many of who are housed in ten residential communities. During the summer quarter, housing and dining is provided for summer session students as well as a large contingent of conferences and programs bringing over 10,000 participants to campus, many of whom stay in student housing. CUHS has over 450 career employees operating in approximately twenty locations. Additionally, the organization employs an annual workforce that averages up to 120 limited employees and 860 student employees.

Under general supervision of the CUHS Coordinator of IT Operations, the IT analyst is responsible for supporting existing systems and analyzing, making recommendations and implementing technology based solutions within CUHS, encompassing both residential student and administrative users.

Specific responsibilities include: keeping abreast of developments in various technology fields and potential impact on CUHS; oversight of CUHS telecommunication systems and services; project planning, analysis and management for new or upgraded IT projects, including definition and evaluation of alternatives, funding, location, and sequencing; and

support for existing CUHS systems. For the purposes of this position, information technology includes but is not limited to data communication systems and programs (on and off campus residential facilities and administrative); telecommunications system and programs (Student Communication Services and administrative services including radio, wireless, cell and VoIP); CATV (student services and educational users); door access systems; food service systems, meal card systems; and other systems/programs using network technology. This position requires a strong client focus, a process orientation, knowledge of IT support concepts, excellent project management skills and the knowledge of a broad set of technologies and systems employed by the client constituency groups within CUHS.

Major Functional Areas and Description of Duties:

**Percent
Of Time Tasks**

30% CUHS.IT Internal Process Analysis

- Drafts policies for review by Coordinator of IT Operations for presentation to IT Policy and Operations Committee.
- Develops processes, procedures, and protocols for the IT department to ensure effective and efficient methods of providing support.
- Write documentation on solved problems, procedures, and frequently asked questions.
- Provides support for intranet development.
- As member of IT department, supports all CUHS units as appropriate (Help Desk, Technical Support, Information Systems, and multi-media presentations).
- Conducts surveys of student and administrative users and analyzes findings to make recommendations to the Coordinator of IT Operations.
- Serves as liaison between ITS and the CUHS Room and Board rate process for communication and telephone services. Advises the Coordinator of IT Operations concerning the operation and finances of both student and administrative Internet services.
- Prepares, presents, and/or coordinates computer, network and applications training for students and staff.
- Represents the Coordinator of IT Operations on committees and at meetings as appropriate.
- Participate in other research projects as assigned.

40% New CUHS Systems and Technologies Analysis and Project Management

- Conducts research and evaluation of trends and new technologies in the network and telecommunications industries to advise the Coordinator of IT Operations in determining applicability to housing administration and residential service, including satellite, infrared, CATV, and multi-technology systems.

- Researches and advises on wireless technology and ADSL technologies for use by staff and residents.
- Advises the Coordinator of IT Operations on UCOP position papers and technology initiatives concerning networking, voice and data communication, CATV delivery, card access systems and other technologies.
- Conducts surveys and studies of various data communication, network services, card access, Television delivery, food management, etc. systems at other universities and UC campuses.
- Reviews current operations and funding structures and participates in budget planning and related activities for new systems implementations.
- Advises the Coordinator of IT Operations in writing bids, conducting negotiations and building collaborations with ITS and off-campus vendors on data communication, network services, card access, Television delivery and other CUHS systems.
- Provides analysis on developments and trends in the meal card, card access, and “one-card” campus industries.
- Provide analysis concerning CUHS participation in campus “one-card” development, planning and implementation.
- Provide project management for new or upgrades to CUHS data communication, network services, card access, television delivery, food management or others systems.
- Research problems and technologies in direct support of solving client support requests.

20% Support for Existing CUHS Systems

- Advises the Coordinator of IT Operations on current CBORD meal card system and how it interfaces with campus and CUHS data systems.
- Provide analysis for justification of various CUHS system upgrades.
- Act as back-up systems administrator for C-Cure 800/8000 Door Access System, CBORD or other systems as needed.
- Collaborate with ITS.NTS on door access as it relates to the network interconnections and ITS.Media Services as necessary for CATV service delivery to residential users.
- Collaborates with Physical Planning & Construction, Physical Plant, Fire Department, the colleges, Conference Office, OPERS, and Campus ID Card Office as needed to plan and deploy additional card systems and access.
- Write documentation and procedures for existing CUHS data communication, network services, card access, television delivery, food management and other systems.
- Identify, distinguish and prioritize incidents, problems and changes required for the best resolution of client support requests.
- As warranted, visit clients on-site to provide needed support solutions.

10% Professional Development

- Meet regularly with other CUHS.IT and campus IT staff to maintain knowledge of current campus hardware, software and networking standards.
- Attend formal training sessions and/or conferences to enhance skills relevant to the job.

Qualification/Competencies:

Required Skills, Knowledge and Abilities (with or without accommodations):

Overall

1. Up to 1 years of technical support experience.
2. Customer service orientation.
3. Strong customer service experience both in person and on the telephone.
4. Experience working effectively in an environment with rapidly shifting and often contradictory demands and priorities.

Project Management, Analysis and Problem Solving

1. Recent technology project management experience.
2. Research and analytical skills sufficient to analyze problems in a multi-faceted way and develop and participate in implementing innovative solutions.
3. Demonstrated skill in problem solving and troubleshooting computer hardware, software and network connectivity.
4. Ability to solve problems under time pressure with frequent interruptions and work effectively in a variety of roles with both technical and non-technical personnel.
5. Demonstrated ability and initiative to independently stay abreast of current and emerging information technology trends

Communication

1. Ability to learn new information, both technical and procedural, and to disseminate both verbally and in writing to end-users of varying computing skills. Excellent written and presentation skills, including the ability to make technology understandable to end-users.
2. Ability to act with customer/constituent orientation and be attentive and responsive to customer concerns. Ability to successfully understand and translate the needs of varied client constituencies into IT system requirements.
3. Excellent communication and interpersonal skills with the ability to demonstrate diplomacy and tact in relation with co-workers and clients and to interact in a professional and courteous manner with diverse campus and community groups and individuals.
4. Experience in developing end-user documentation or other self-help materials.

Technical Skills

1. Willingness and ability to learn new operating systems or application software packages.

2. Knowledge and recent experience with technology systems and services for data, voice, television and/or card access systems. Preferably, some experience in multiple platform environments and with more than one operating system.
3. Knowledge and technical experience with one or more networking protocols.
4. Familiarity with microcomputer software currently in use on campus.

Professionalism

1. Ability to work independently and as part of a team providing timely, high quality customer-focused services to the CUHS clientele.
2. Ability to work in an extremely busy environment, with frequent interruptions and still be able to prioritize and resolve conflicting user requests.
3. Ability to work in a professional manner with access to confidential and other data types.
4. Demonstrated ability to exercise good judgment, discretion, maintains confidentiality, and work with independence, initiative and professionalism.

Special Notations or Conditions of Employment:

Finger printing and job-related background check required.

CERTIFICATE OF EMPLOYEE:

Signature/Date

CERTIFICATE OF IMMEDIATE SUPERVISOR:

Supervisor Signature/Date